• Trunk Forecast Requirements: Current Year + 1

15. **1Q, 2Q, 3Q, 4Q:**

DEFINITION: These fields indicate the cumulative trunk quantities forecasted to be required for the First Future Year (Current Year +1) by quarter for that year. Quantities indicate end of quarter requirements.

USAGE: This information provides and indication of timing as well as volumes for the forecast year.

EXAMPLE: 216 Trunks (Only the number of DS0 trunks required)

16 **Trunk Forecast Requirements: Current Year + 2 :**

DEFINITION: This field indicates the cumulative trunk quantities forecasted to be required for the second future Year (Current Year +2) as of the end of the year.

USAGE: This information provides volumes for the forecast year.

EXAMPLE: 216 Trunks (Only the number of DS0 trunks required)

• Other

17. **REMARKS:**

DEFINITION: This field is used to expand upon/clarify forecast data for each trunk group. It should be used to identify the sizing and timing of major projects, major shifts in demand, new switches etc.

USAGE: This field should be used to identify high priority requirements and other forecast items to be included in discussions at the Quarterly meetings with Bell Atlantic..

EXAMPLE: Will be establishing new POI in 1998.

Updated 2/5/98 Carrier to Carrier Consensus Working List of performance measures *Appendix B*

Reported by New York Tel = RNYT *Not Reported by incumbent =* **NR**

Reported by Frontier Tel.of Rochester = **RFTR** **@=consensus standard**

Proposed Service Quality Measurement	Absolute Standard	NOTES
Pre-Order Process:		
I. *OSS Response Time*		
A. PERFORMANCE OF OSS SYSTEMS		
1. Pre-Order Response Time by Transaction type: · Customer Service Records · Due Date Availability · Product & Service Availability Information · Address Validation · Telephone number availability and reservation **RNYT**	@ parity plus not more than 4 seconds (applies to application to application interface) LCUG PO1	Response time by Transaction type measured in seconds from the time the query hits DCAS system until the data is received back by function: Methodology: NYT to sample 10* transactions per hour from 8 a.m. to 5 p.m. via Sentinel system. Sentinel will replicate the transaction of a NYT service representative going directly to the OSS as well as a Carrier representative coming in to DCAS to the OSS. (* TN to be 1 per hour to prevent TN inventory problems.) RFTR could offer direct OSS access, at parity, to CLECs
1. Availability of NYT OSS access: **RNYT**	@ 24 hrs X 7 days access to gateway or parity if direct access LCUG GE1	OSS systems will be available to TC representatives during the same hours that they are available to ILEC representatives.
II. Contact Center Availability		
A. CENTER AVAILABILITY		
1. Availability: (Resale center & CATC): a) Center hours of operation: **NR**	@ 24 hours X 7 days for NYT 8am - 8pm Mon - Fri. for RFTR LCUG GE2&3	For NYT contact with CLECs is designed to take place via direct access systems. Carrier support centers such are designed to handle fall-out and not large call volume. *Call management system is under development.* RFTR (note: porting and activation can be pre-arranged for Sat.)

Proposed Service Quality Measurement	Absolute Standard	NOTES
Ordering Process:		
I. ***Order Confirmation/Reject Timeliness:***	90% according to schedule below	Time from receipt of request electronically to order confirmation or reject
A. INTERCONNECTION - MESSAGE TRUNKS:		
1. Timeliness of positive acknowledgment of valid Access Service Request ("ASR") **NR** a) 1-96 Trunks · ASR received before 3:00pm (Eastern Time) · ASR received after 3:00pm (Eastern Time) b) Greater than 96 Trunks · ASR received before 3:00pm (Eastern Time) · ASR received after 3:00pm (Eastern Time)	LCUG OP4 @24hours next bus day plus 24hours @48hours next bus day plus 48hours	· All ASRs must be electronically transmitted for FOC/Reject intervals to apply. For FAX add 24 hours to intervals
2. Timeliness of Firm Order Confirmation - Access Service Request ("ASR") **RNYT**	LCUG OP5 @no later than 10 bus days App=day 0	NYT - FOC will be sent after actual, physical check for interoffice facilities and switch eq (10 day interval up for review by end of 3Q98)
1. Timeliness of Design Layout Record (FDLR/CDLR) **RNYT**	NO LCUG @no later than 10 bus days	(10 day interval up for review by end of 3Q98) (report starts with DOC implementation in ASR18)
B. UNBUNDLED ELEMENTS:		
1. Timeliness of Service Request ("SR") Order Confirmation/Reject: **RNYT (pots&specials))** a) Less Than 10 Lines (POTS - Links, Switching or Combo): · Flow Through Orders · Other Orders: (1) SR received before 3:00pm (Eastern Time) (2) SR received after 3:00pm (Eastern Time) b) Less Than 10 Lines (Specials): · Flow Through Orders · Other Orders: (1) SR received before 3:00pm (Eastern Time) (2) SR received after 3:00pm (Eastern Time) c) 10 or greater lines (POTS/Spec.-includes facility check):	LCUG OP4&5 @2 hours @24 hours @next bus day plus 24 hours @2 hours @48 hours @next bus day plus 24 hours	(discussion of batch intervals e.g. several over course of workday acceptable versus one time, end of day batch could affect interval) · UNE- Switching assumes switch activation - following NDR process. · All orders electronically sent · UNE- Switching assumes switch activation - following NDR process. · All orders electronically sent

· All Orders: (1) SR received before 3:00pm (Eastern Time) (2) SR received after 3:00pm (Eastern Time)	 @72 hours @next bus day plus 72 hours	· All orders electronically sent.
Proposed Service Quality Measurement	**Absolute Standard**	**NOTES**
Ordering Process: (continued)		
I. ***Order Confirmation/Reject Timeliness (continued):***	90% according to schedule below	Time from receipt of request electronically to order confirmation or reject
C. RESALE:		
1. Timeliness of Service Request ("SR") Order Confirmation/Reject: **RNYT**	LCUG OP4&5	(discussion of batch intervals e.g. several over course of workday acceptable versus one time, end of day batch could affect interval)
a) POTS - New Lines - Less Than 10 Lines or ▒Flip▒ orders (no line limit): · Flow Through Orders · Other Orders: (1) SR received before 3:00pm (Eastern Time) (2) SR received after 3:00pm (Eastern Time)	 @2 hours @24 hours @next bus day plus 24 hours	· All orders electronically sent.
b) SPECIALS - New Lines - Less Than 10 Lines: · Flow Through Orders · Other Orders: (1) SR received before 3:00pm (Eastern Time) (2) SR received after 3:00pm (Eastern Time)	 2 hours 48 hours @next bus day plus 48 hours	· All orders electronically sent.
c) POTS or SPECIALS - 10 or more lines (facility confirmation): · All Orders: (1) SR received before 3:00pm (Eastern Time) (2) SR received after 3:00pm (Eastern Time)	 @72 hours @next bus day plus 72 hours	· All orders electronically sent. · All orders electronically sent.
II. Completions:		Timeliness of receipt of notice of completion
A. INTERCONNECTION - MESSAGE TRUNKS:		
1. Timeliness of Notice of Completion - Trunks **NR**	@notice at turn up LCUG OP7	completion at acceptance with (optional)code, serial# or initials provided by ordering carrier
B. UNBUNDLED ELEMENTS:		
1. Timeliness of Notice of Completion: **RNYT** a) Unbundled Element - Hot Cuts b) Unbundled Element - Other	LCUG OP7 @completed at turn up @95% next bus day by noon	 acceptance code, serial # or initials provided by ordering carrier
C. RESALE:		

1. Timeliness of Notice of Completion - Resale: **RNYT RFTR** if carrier accepts WMS notification	LCUG OP7 @95% next bus day by noon	acceptance code, serial# or initials provided by ordering carrier

Proposed Service Quality Measurement	Absolute Standard	NOTES
Ordering Process: (continued)		
III. *Jeopardy Status:*		Timeliness of receipt of notice of jeopardy of service order request (missed commitment with new date/time)
A. INTERCONNECTION - MESSAGE TRUNKS:	90%	
1. Timeliness of Notice of trunk jeopardy **NR**	NYT at 2 days prior to dd RFTR at 5 days prior to dd LCUG OP6	In case where jeopardy situation is identified.
B. UNBUNDLED ELEMENTS:		:
1. Timeliness of Notice of jeopardy **NR**	LCUG OP6 24 hours	To the extent that incumbent has knowledge of a jep condition, notice will be given as soon as it is known on or before committed dd
C. RESALE:		
1. Timeliness of Notice of jeopardy **RFTR**	LCUG OP6 24 hours	To the extent that incumbent has knowledge of a jep condition, notice will be given as soon as it is known on or before committed dd. RFTR will report jep through wholesale management system as soon as tech reports delay.
Provisioning Process		
I. Completion Intervals:		Intervals offered on Attachment B.
A. INTERCONNECTION - MESSAGE TRUNKS:		
1. Completion Interval - Trunks · Avg. Offered Interval · Avg. Completed Interval **RNYT** 2. Completion Interval - Collocation · Avg. Interval **NR**	NO CONSENSUS-RFTR @parity with FG-D LCUG OP1 76 bus days NO LCUG	Comparison to Switched Access Feature Group D. (18 business days for forecasting carriers effective date TBD). RFTR proposes comparison to intrastate Feature Group D. (See Interconnection Agreement or PSC Orders 94-C-0095, 95-C-0657, 91-C-1174)

Proposed Service Quality Measurement	Absolute Standard	NOTES
Provisioning Process *(continued)*		
I. Completion Intervals: *(continued)*		Typical intervals are on a Attachment B.
B. UNBUNDLED ELEMENTS:		
Completion Interval - POTS (Basic Link, Analog Line Port, NID, House & Riser and any combination - no designed services): **RNYT** a) Dispatched Orders: · **Avg. interval offered** **Avg. interval completed** **1-5 lines** · % completed in 1 day · % completed in 2 days · % completed in 3 days **6-9 lines** **>9lines** b) Non-Dispatched Orders: · **Avg. interval offered** **Avg. interval completed** · % completed in 1 day · % completed in 2 days · % completed in 3 days c) All Orders: · % completed in 4 days · **% completed in 5 days** · % completed in 6 days	LCUG OP1 @parity	Compared to POTS Retail Services (NOTE: for hot cuts with or without number portability see product interval summary) (NOTE: reports of %completed in 1, 2 and 3 days will be one of the first assessed during 1998 sub team review.)
Completion Interval - Specials (Tracked separately for DS0, DS1 and DS3) **RNYT** d) Dispatched Orders: · **Avg. interval offered** **Avg. interval completed** e) Non-Dispatched Orders: · **Avg. interval offered** **Avg. interval completed**	LCUG OP1 @parity	Compared to Special (Designed) Retail Services

Proposed Service Quality Measurement	Absolute Standard	NOTES
Provisioning Process (continued)		
I. *Completion Intervals: (continued)*		Typical intervals are on a Attachment B.
C. RESALE:		
Completion Interval - POTS Services - (no designed services): **RNYT** a) Dispatched Orders: · **Avg. interval offered** **Avg. interval completed** **1-5 lines** · % completed in 1 day · % completed in 2 days · % completed in 3 days **6-9 lines** **>9lines** b) Non-Dispatched Orders: · **Avg. interval offered** **Avg. interval completed** **1-5 lines** · % completed in 1 day · % completed in 2 days · % completed in 3 days c) All Orders: · % completed in 4 days · **% completed in 5 days RFTR** · % completed in 6 days	LCUG OP1 @parity	Compared to POTS Retail Services (NOTE: reports of %completed in 1, 2 and 3 days will be one of the first assessed during 1998 sub team review.)
2. Completion Interval - Specials (Tracked separately for DS0, DS1 and DS3) **RNYT** a) Dispatched Orders: · **Avg. interval offered** **Avg. interval completed** · % completed in 5 days b) Non-Dispatched Orders: · **Avg. interval offered** **Avg. interval completed** · % completed in 5 days	LCUG OP1 @parity	Compared to Special (Designed) Retail Services

Proposed Service Quality Measurement	Absolute Standard	NOTES
II. *On Time Commitment:*		*Measured in Missed Committed Appointments*
A. INTERCONNECTION - MESSAGE TRUNKS:		
On Time Commitment - Trunks: **RNYT** · **% Missed Appointment -** · Average Delay Days	LCUG OP2 parity	Comparison to Switched Access Feature Group D. RFTR will determine cost of reporting missed appointments.
B. UNBUNDLED ELEMENTS:		
On Time Commitment - UNE POTS: **RNYT** a) %Missed Appointment · Dispatched Orders · Non-Dispatched Orders · INP only (cutover window met) **NR** · Hot Cuts (cutover window met) **NR** b) All orders · Average Delay Days *c) time customer without inbound service* NR *d) timecustomer without outbound service* NR	LCUG OP2 @parity @15 min. @5 min.	(Compared to POTS Retail Services)
On Time Commitment - UNE Specials **RNYT** e) %Missed Appointment · Dispatched Orders · Non-Dispatched Orders b) All orders · Average Delay Days	LCUG OP2 @parity	Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)
C. RESALE:		
On Time Commitment - Resale POTS Services: **RNYT** a) %Missed Appointment · Dispatched Orders · Non-Dispatched Orders b) All orders Average Delay Days	LCUG OP2 @parity	Compared to POTS Retail Services (no designed services) **RFTR** reports % missed appointments by all orders

Proposed Service Quality Measurement	Absolute Standard	NOTES
Provisioning Process (continued)		
III. *Facility Delays - Held Orders:*		Measured in % of orders missed due to lack of ILEC facilities
A. INTERCONNECTION - MESSAGE TRUNKS:		
1. Facility Delays - TC INTERCONNECTION/MESSAGE TRUNKS · % Missed Appointment - Facilities **RNYT**	LCUG OP9 @parity	Comparison to Switched Access Feature Group D.
B. UNBUNDLED ELEMENTS:		
1. Facility Delays - UNE - POTS **RNYT** · % Missed Appointment - Facilities -	LCUG OP9 @parity	Basic Link, Analog Line Port, NID, House & Riser and any combination - no designed services: Compared to POTS Retail Services
2. Facility Delays - UNE - Specials **RNYT** · % Missed Appointment - Facilities -	LCUG OP9 @parity	Compared to Special (Designed) Retail Services
C. RESALE:		
1. Facility Delays - Resale - POTS Services **RNYT RFTR** · % Missed Appointment - Facilities -	LCUG OP9 @parity	Compared to POTS Retail Services. RFTR instead to provide monthly held order report showing number of missed appts by type of delay and type of order.
2. Facility Delays - Resale - Specials **RNYT** · % Missed Appointment - Facilities -	LCUG OP9 parity	Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)
IV. *Installation Quality:*		
A. NXX UPDATES:		
1. Installation Quality - NXX updates · Verification of NXX Updates	LCUG OP3 @100% within 5 days LERG effective date	NYT to use VETS system to ensure update of NXX codes and act on test results and provide positive report of activation.

Proposed Service Quality Measurement	Absolute Standard	NOTES
B. INTERCONNECTION - MESSAGE TRUNKS:		
1. Installation Quality - TC INTERCONNECTION/MESSAGE TRUNKS · % Installation Trouble within 30 days **RNYT**	LCUG OP3 @parity	Comparison to Switched Access Feature Group D.
C. UNBUNDLED ELEMENTS:		
1. Installation Quality - UNE - POTS **RNYT** · % Installation Trouble within 7 days · % Installation Trouble within 30 days	LCUG OP3 @parity	Compared to POTS Retail Services
2. Installation Quality - UNE - Specials **RNYT** · % Installation Trouble within 30 days	LCUG OP3 @parity	Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)
D. RESALE:		
1. Installation Quality - Resale POTS Services **RNYT** · % Installation Trouble within 7 days · % Installation Trouble within 30 days	LCUG OP3 @parity	Compared to POTS Retail Services
2. Installation Quality - Resale - Specials **RNYT** · % Installation Trouble within 30 days	LCUG OP3 @parity	Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)
V. *TC Performance Indicators*		
A. ALL PROVISIONING:		
1. TC Order Quality Performance: Tracked by type of service: Trunk, UNE or Resale: **RNYT** · % Missed Appointment - Customer Reasons		Used as indicators of TC performance and customer communication to identify areas for discussion and possible improvement.

Proposed Service Quality Measurement	Absolute Standard	NOTES
Trouble Reporting and Maintenance Process		
I. ***OSS - Performance***		
A. PERFORMANCE OF OSS SYSTEMS	NO LCUG	
1.		
2. Response Time by Transaction type: · Create Trouble · Status Trouble · Modify Trouble · Request Cancellation of Trouble · Trouble Report history (by TN/circuit) · Test (POTS only) RFTR does not provide to CLECs **RNYT**	@parity plus not more than 4 seconds difference(applies to application to application interface)	Response time by Transaction type measured in seconds from the time the query hits DCAS until the data is received back by function: Methodology: NYT to sample 10 transactions per hour from 8 a.m. to 5 p.m. via Sentinel. Sentinel will replicate the transaction of a NYT repair service representative going directly to the OSS as well as a Carrier representative coming in to DCAS to the OSS. RFTR could offer direct OSS access at parity to CLECs
2. Availability of NYT OSS access: **RNYT**	@24 hours X 7 days access to gateway or parity if direct access LCUG GE1	OSS systems will be available to TC representatives during the same hours that they are available to ILEC repair representatives.
II. ***Contact Center Availability***		
A. Availability: (Repair Bureau) 1. Center hours of operation: **NR**	@24 hours X 7days LCUG GE2&3	Contact with TCs is designed to take place via direct access systems. Carrier support centers are designed to handle fall-out and not large call volume. NYT *Call management system is under development.* For RFTR calls go to normal RFTR repair office.
III.***Network/Element Performance***		
A. INTERCONNECTION - MESSAGE TRUNKS:		
1. Trunk Performance: TC INTERCONNECTION/MESSAGE TRUNKS **RNYT RFTR** · Network Trouble Report Rate	LCUG MR3 @parity	Comparison to all Switched Trunks Blockage captured Blocking Standards: End Office to Access Tandem = .005 Final Trunks = .01

· % Blockages		Trunks measured every 1/2 hour - Peg Count (No. of attempts) and Overflow (Blocked or passed to another Trunk . Reported on a busy hour basis.
Proposed Service Quality Measurement	**Absolute Standard**	**NOTES**
B. UNBUNDLED ELEMENTS:		
1. Reliability Performance - UNE - POTS : **RNYT** · Network Trouble Report Rate · Network Trouble Report Rate - Loop · Network Trouble Report Rate - Inside · % Subsequent Trouble Reports	LCUG MR3 @parity	Compared to POTS Retail Services Includes subsequent reports. Excludes CPE.
2. Reliability Performance - UNE Specials: **RNYT** · Network Trouble Report Rate Total · % Subsequents	LCUG MR3 @parity	Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)
C. RESALE:		
1. Reliability Performance - Resale - POTS Services: **RNYT RFTR** · Network Trouble Report Rate · Network Trouble Report Rate - Loop · Network Trouble Report Rate - Inside · % Subsequent Trouble Reports	LCUG MR3 @parity	Compared to POTS Retail Services RFTR will report numbers rather than rates of troubles and subsequents, by disposition code.
1. Reliability Performance - Specials **RNYT** · Network Trouble Report Rate · % Subsequents	LCUG MR3 @parity	Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)
IV. Switching Performance **NR:** a) Switching Performance - PSC Standards · Percent Blockages & Failures · Percent Incoming Matching Loss · Percent Dial Tone Speed over 3 Seconds	LCUG NP1 @parity 0.0 - 1.0 (weakspot > 2.1) 0.0 - 2.1 (weakspot > 2.8) 0.0 - 1.5 (weakspot > 2.6)	 NY PSC Standards

A. Switching Performance Index Plan - 1/1A ESS	LCUG NP1/IUE1	
a) Machine Access	Threshold	The switching index takes a number of factors, weighs them and calculates an overall score. The overall objective is 95.5 and up for each switch. Individual performances may fall below threshold, but not necessarily drop the index below. This is an overall indicator of switch performance. Thresholds based on industry standard guidelines The performance is grouped into two categories **machine access** and **machine switching** **machine access** measurements designed to reflect difficulties experienced by the customer in obtaining service from the switching equipment. **machine switching** measurements of customers' call attempts (or incoming call attempts from another switch) that failed during call processing.
· Cust. Receiver Digit Overflow	1.00	
· Blocked Dial Tone	8.00	
· Receiver Attachment Delay Receiver	0.20	
b) Machine Switching		
· Cutoff Call Failures	0.15	
· F-SCAN Failure	0.65	
· Hardware Lost Calls	22.00	
· Load Balance	90.00	
· Matching Loss	1.80	
· Maintenance Interrupts	0.40	
· Equipment Outage	0.60	
· Trunk to Trunk Memory Overflow	0.01	
B. Switching Performance - Index Plan - 5ESS		
a) Machine Access	Threshold	(See explanation in notes above)
· Tone Decoder Overflow	1.00	
· Tone Decoder Attached Delay	0.10	
· Dial Tone Speed	33.34	
b) Machine Switching		
· Facility Cutoff Calls	2.00	
· Remote Module Stand Alone Time	0.50	
· Initializations SM/RSM	1.00	
· Interrupts (AM)	80.00	
· Maintenance Usage	50.00	
· Audits	10.00	
· Equipment Outage	1.00	
· Equal Access	100.00	

Proposed Service Quality Measurement	Absolute Standard	NOTES
C. Switching Performance - Index Plan - DMS100		
a) Machine Access · Dial Tone Speed · Receiver Queue b) Machine Switching · Transmitter Time-outs · Errors · Equal Access · Equipment Outage · RLCM RSC Emergency Stand Alone	Threshold 33.34 0.00 16.00 50.00 100.00 1.00 5.00	(See explanation in notes above)
V. Time to Restore		
A. INTERCONNECTION - MESSAGE TRUNKS:		
1. Time to Restore - INTERCONNECTION/MESSAGE TRUNKS: **RNYT** · Mean Time to Repair · % > 2 hours (if blocking) · % > 4 hours · % > 12 hours · % > 24 hours	LCUG MR1 @parity	Comparison to Switched Access Feature Group D.
B. UNBUNDLED ELEMENTS:		
1. Time to Restore - UNE - POTS : **RNYT** · Mean Time to Repair - Dispatch Out · Mean Time to Repair - No Dispatch · % Out of Service > 4 hours · % OOS > 12 hours · % OOS > 24 hours · % All Troubles Cleared w/in 24 hours	LCUG MR1 @parity	Compared to POTS Retail Services excludes subsequent reports. Excludes CPE.
2. Time to Restore - UNE - Specials **RNYT** · Mean Time to Repair · % OOS > 4 hours · % OOS > 24 hours	LCUG MR1 @parity	Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)

Proposed Service Quality Measurement	Absolute Standard	NOTES
C. RESALE:		
1. Time to Restore - POTS Services **RNYT** · Mean Time to Repair **RFTR** · % Out of Service > 4 hours · % OOS > 12 hours · % OOS > 24 hours · % OOS <24 hours **RFTR** · % All Troubles Cleared w/in 24 hours · % Troubles (excluding OOS) <72 hours **RFTR**	LCUG MR1 @parity	Compared to POTS Retail Services
2. Time to Restore - Specials **RNYT** · Mean Time to Repair · % trouble cleared> 4 hours · % trouble cleared> 24 hours	LCUG MR1 @parity	Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)
VI. ***On Time Commitment***		
A. UNBUNDLED ELEMENTS:		
1. On Time Commitment - UNE - POTS **RNYT** · % Missed Repair Appointments - Dispatch Out · % Missed Repair Appointments - No Dispatch	LCUG MR4 @parity	Compared to POTS Retail Services
2. On Time Commitment - UNE - Specials **RNYT** · % Missed Repair Appointment	LCUG MR4 @parity	Compared to Special (Designed) Retail Svcs. (Tracked separately for DS0, DS1 and DS3)
B. RESALE:		
1. On Time Commitment - Resale - POTS Services **RNYT RFTR** · % Missed Repair Appointment - Dispatch Out · % Missed Repair Appointment - No Dispatch	LCUG MR4 @parity	Compared to POTS Retail Services
2. On Time Commitment - Resale - Specials **RNYT** · % Missed Repair Appointment	LCUG MR4 @parity	Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)

Proposed Service Quality Measurement	Absolute Standard	NOTES
VI. Maintenance Quality:		
A. INTERCONNECTION - MESSAGE TRUNKS:		
1. Maintenance Quality - TC INTERCONNECTION/MESSAGE TRUNKS **RNYT** · Repeat Reports w/in 30 days	LCUG MR2 @parity	Comparison to all trunks (BA-NY and FG-D)
B. UNBUNDLED ELEMENTS:		
1. Maintenance Quality - UNE - POTS : **RNYT** · Repeat Reports w/in 30 days	LCUG MR2 @parity	Compared to POTS Retail Services Includes subsequent reports. Excludes CPE
2. Maintenance Quality - UNE - Specials **RNYT** · Repeat Reports w/in 30 days	LCUG MR2 @parity	Compared to Special (Designed) Retail Services. Tracked separately for DS0, DS1 and DS3)
C. RESALE:		
1. Maintenance Quality - Resale - POTS Services **RNYT** · Repeat Reports w/in 30 days	LCUG MR2 @parity	Compared to POTS Retail Services **RFTR** investigating report capabilities, repeats flagged reporting unclear
2. Maintenance Quality - Resale - Specials **RNYT** · Repeat Reports w/in 30 days	LCUG MR2 @parity	Compared to Special (Designed) Retail Services. (Tracked separately for DS0, DS1 and DS3)
VII. Completions/Jeopardy Reports:		
A. INTERCONNECTION - MESSAGE TRUNKS:		
1. Timeliness of Notice of Trouble Closure Status/Jeopardy - TC INTERCONNECTION/MESSAGE TRUNKS **NR** a) Trouble Closure Status: Management System updated by technician. TC to monitor status.	NO LCUG @at trouble closure	Trouble Management System is updated by technician. TC to monitor status. Additionally, Trouble Closure Status via call to TC from NYT CATC with optional serial # or initials provided by carrier reporting the trouble

Proposed Service Quality Measurement	Absolute Standard	NOTES
UNBUNDLED ELEMENTS		
1. Timeliness of Notice of Trouble Closure - *Interim Process:* **NR** a) Trouble Closure Status: Trouble Management System updated by technician. TC must monitor status. Additionally, Trouble Closure Status via call to TC from NYT CATC	NO LCUG	
2. Timeliness of Notice of Trouble Closure - *Under Development:* a) Trouble Closure Status: Trouble Management System updated by technician. Secure WEB page updated with closed Troubles - Every 2 hrs. b) Jeopardy Reports: Summary of Troubles that may not be cleared by the commitment Time. Secure WEB page updated at least every 2 hours	NO LCUG @2 hours	
C. RESALE:		
1. Timeliness of Notice of Trouble Closure *Until 12/31/97*: **NR** a) Trouble Closure Status/Jeopardy: Trouble Management System updated by technician. TC must monitor status **RFTR provides hourly faxed report of trouble closure**	NO LCUG	
2. Timeliness of Notice of Trouble Closure *After 12/31/97*: a) Trouble Closure Status: Trouble Management System updated by technician. Secure WEB page updated with closed Troubles - Every 2 hours b) Jeopardy Reports: Summary of Troubles that may not be cleared by the commitment Time. Secure WEB page updated at least every 2 hours	NO LCUG @2 hours	
VIII *TC Performance Indicators*		
A. ALL MAINTENANCE ACTIVITY:		
1. TC Trouble Administration Quality: Trunk, UNE, Resale **RNYT**		Used as indicators of TC performance and customer communication to identify areas for discussion and possible improvement.

· % CPE Troubles Found · % No Trouble Found · % No Customer Access Available		

Proposed Service Quality Measurement	Absolute Standard	NOTES
Billing Process: **I.** ***Timeliness of Delivery***		
A. TIMELINESS OF CARRIER BILL DELIVERY:		
NR 1. Timeliness of Carrier Bill Delivery Trunks 2. Timeliness of Carrier Bill Delivery Resale 3. Timeliness of Carrier Bill Delivery UNE	LCUG BI2 @98% < 10 Business Days	Bill ready for distribution
B. TIMELINESS OF USAGE INFORMATION:		
1. Timeliness of Usage Information - Ubundled Netw **RNYT** · % Usage sent in 3 business days · % Usage sent in 4 business days · % Usage sent in 5 business days · % Usage sent in 8 business days 2. Timeliness of Usage Information - Resale **RNYT** · % Usage sent in 3 business days · % Usage sent in 4 business days · % Usage sent in 5 business days · % Usage sent in 8 business days	LCUG BI1 @parity	Usage records(both end user usage records and carrier minutes of use usage records) will be provided to TCs each business day. The usage process starts with collection of usage information from the switch. Most offices in have this information teleprocessed to the data center. Other offices transport usage over the road to the data center. Not all offices poll usage every business day. Weekend and holiday usage is captured on the next business day. Usage for all TCs is collected at the same time as the ILECs and all TCs usage sent is compared to ILEC usage sent.
C. RESALE:		
	LCUG BI1 @parity	Same as unbundled usage
II. ***Accuracy***		
Billing Accuracy: INTERCONNECTION - MESSAGE TRUNKS, UNE and Resale: **NR**	LCUG BI3&4 standard to be developed	1. NYT monitors the level of service order errors with the potential of delaying usage feeds
NR (CLECSs to monitor) **NR** (CLECSs to monitor)	XX errored records/million XX missing records/million	2. NYT monitors the timeliness of the usage fed to through the process on a daily basis 3. NYT offers its Reseller and CLEC_customers the option of receiving EMI usage feeds through the Network Data Mover (NDM) process to increase the timeliness of delivery.

Proposed Service Quality Measurement	Absolute Standard	NOTES
Operator Services Processes and Databases:		If provided by ILEC
I. *Operator Timeliness*		
A. Operator Assistance Calls (Call Completion Services) **NR** 1. Average Speed of Answer	LCUG OS/DA1 @parity	NYT's Operator Call Distribution Systems handle all traffic in a first come first serve basis, regardless of TC or originating trunk group. (Identification of Carrier for branding and billing does not impact call distribution.) NYT measures Average speed of answer for Operator Services and utilizes individual state standards for Speed of Answer.
B. Directory Assistance Calls **NR** 1. Average Speed of Answer	LCUG OS/DA1 @parity	
C. Performance LIDB, routing, OS/DS platforms **NR** 1. LIDB performance a) LIDB reply rate to all query attempts b) LIDB query time-out c) Unexpected data values in replies for all LIDB queries d) Group troubles in all LIDB queries Delivery to OS platform - ***II,. Performance 800 database*** ***III. Performance AIN*** a)	LCUG IUE2 @parity Bellcore produced standard Bellcore produced standard 2% 2% ***Bellcore produced standard LCUG IUE2*** ***Bellcore produced standard LCUG IUE2***	 Not within NYT Control Not within NYT Control Acceptable at 2% Acceptable at 2%

Product Interval Summary

Product	*Interval*
EXPANDED INTERCONNECTION/COLLOCATION:	
INTERCONNECTION/MESSAGE TRUNKS (DS1 Systems):	
(a) Establishment of New Trunk Groups:	
(i) 1 - 96 Trunks (facilities available)	40 Days RFTR 45 Days
(ii) > 96 Trunks	Negotiated
(b) Additions to Existing Trunk Groups:	
(i) 1 - 96 Trunks (facilities available)	18 Days RFTR 30 Days
(ii) > 96 Trunks	Negotiated
c Establishment of new or additions to existing trunk groups	***18 Days***
(i) 1 - 192 Trunks	(RFTR: see above)
Physical Collocation Space	
(a) Where space is available	76 Days
(b) Where space is Not available	
(i) Confirmation of space unavailability	10 Days
(ii) From Confirmation	Negotiated
Virtual Collocation Space	
(a) Where space is available	Negotiated
(b) Where space is Not available	
(i) Confirmation of space availability	8 Days RFTR 15 Days
(ii) From Confirmation	Negotiated

Number Portability:	
Interim Number Portability: Remote Call Forward - Associated with Loop Hot Cut	5 days
Remote Call Forwarding ("RCFs")or INP-T if Facilities (trunking) are already in place and Facilities and/or Ports on NYT and TC switches are available: (Stand alone number portability orders only, without unbundled links). If Electronic:	
(a) 1-9 Lines/numbers	2 days (RFTR 5 days)
(b) 10-19 Lines	5 Days
(c) 20-100 Lines, and if fac's are available	10 Days RFTR negotiated
(d) Other	Negotiated
Effective 1/1/98:	
(a) 1-19 Lines	3 Days RFTR 5 Days

Basic Definition: POTS are defined as all non-design circuits that originate an OE (Switch Office Equipment) and terminate at a customer's premise. All other services are considered specials.

Product	*Interval*
Unbundled Elements	
Basic POTS Elements/Services:	
Switch Port - After establishment of Switch: (n/a for RFTR)	
(a) 1-9 Lines (per order)	2 Days
(b) 10-19 Lines (per order)	5 Days
(c) 20-100 Lines, and if fac's are available	10 Days
(d) Other	Negotiated
Effective 1/1/98:	
(a) 1-19 Lines	2 Days
Feature Change (UNE): (n/a for RFTR)	
(a) Basic Features: Call Waiting, Call Forwarding & 3 Way Calling:	
· Received by 3 p.m. (EST)	Same Day
· Received after 3 p.m. (EST)	Next Day
(b) Other Features: Caller ID	4 Days
(c) Suspend, Block or Restore Orders	Same Day
(d) Disconnect Orders: (Translation change - no dispatch)	4 (business) Hours
Basic Link (SVGAL) - Hot Cut	5 days
Basic Link (SVGAL) - New Line	
(a) 1 - 5 lines	Smarts Clock RFTR 5 days
(b) 6 - 9 lines	10 days
(c) 10+ lines	negotiated
Premium LINK - Two-Wire Digital New Line	RFTR all negotiated
(a) 1 - 5 lines	Smarts Clock
(b) 6 - 9 lines	10 days
(c) 10 + lines	negotiated
Basic Rate Interface - ISDN Port (n/a for RFTR)	
(a) Local: 1 - 12 lines	8 Days
(b) Virtual: 1 - 12 lines	12 Days
(c) Over 12 lines	Negotiated
NID (Customer Premises - Network Interface) (n/a for RFTR)	Smarts Clock
House & Riser - New Install (deregulated for RFTR)	Smarts Clock
House & Riser - Hot Cut (deregulated for RFTR)	5 Days
UNE - POTS Combinations: Basic Local Service - with or without OS/DA (after completion of joint planning process for Switch Elements) (n/a for RFTR)	
Flip to CLEC	2 days or per FCC order
New Lines:	
(a) 1 - 5 lines	Smarts Clock
(b) 6 - 9 lines	10 days

(c) 10 + lines	negotiated

Product	*Interval*
UNE - Special Services:	
LINK Products:	
Primary Rate Interface - ISDN Port (n/a for RFTR) (a) 1 - 12 lines (b) Over 12 lines	 12 Days Negotiated
Digital High Capacity Links: (a) 1.544 Mbps (DS1) Links: £ 10 Links (with facilities) £ 10 Links (without facilities) > 10 Links (b) 45 Mbps (DS3) Links	RFTR all negotiated 6 days 12 days negotiated negotiated
Extended Links: (n/a for RFTR) (a) 1 - 9 Links (b) 10 or more Links	 16 Days Negotiated
SS7 A or B/D Links:	Negotiated
UNE - Interoffice Facilities (n/a for RFTR) (a) When CIP (Customer Interface Panel) required (b) All other (no CIP placement required)	 30 Days 15 Days

DIRECTORY ASSISTANCE ("DA"):	
1. TC's customer's information incorporated into database	2 Days
2. DA Trunks to TOPS Tandem Provisioning Intervals; (RFTR has no tandem) (a) If Facilities are available (b) If Facilities are not available	RFTR all negotiated 60 Days Negotiated
LINE IDENTIFICATION DATABASE ("LIDB"): (n/a for RFTR)	
1. TC's customer's information incorporated into database	2 Days
OPERATOR SERVICES: (n/a for RFTR)	
1. Provisioning of FG C-type Modified Operator Services Signaling Trunks: a) If Facilities are available: b) If Facilities are not available:	 60 Days Negotiated
911/E911 SERVICE:	
1. TC's customer's information incorporated into the PS/ALI database	2 Days
2. Provisioning of 911/E911 MF Trunks: a) If Facilities are available: b) Port Establishment	RFTR all negotiated 60 Days included in above 60 Days